

DEPARTMENT OF ALCOHOL AND DRUG PROGRAMS

POSITION DUTY STATEMENT

Name:	Division: Licensing and Certification Division Field Operations Branch
Classification: Staff Services Manager I (SSM I)	Working Title: Field Operations Branch Supervisor
Position Number: 798-426-4800-004	Collective Bargaining Unit/ID: S-01
Effective Date:	Conflict of Interest Category: 2, 4, 6
<p>Effective on the above date, the person assigned to this position performs the following duties and responsibilities:</p> <ol style="list-style-type: none"> 1) Supervision Received: Under the direction of the Field Operations Branch (FOB), Staff Services Manager II, (SSM II), the incumbent is provided guidance in meeting goals, objectives, strategies, policies, and priorities of the Department, Division, and Branch. General direction is given regarding tasks and time frames. 2) Supervision Exercised: The incumbent plans, organizes, directs and reviews the work of approximately six Associate Governmental Program Analysts or Staff Services Analysts. Supervisory duties include supervision of all licensing and certification activities as well as assignment specific work and timeframes for completion of tasks and reviewing work for quality. May be placed temporarily to supervise special assignment team or to temporarily hold equivalent position in another unit depending upon Departmental need. 3) Physical Demands: The ability to sit for extended periods of time to operate a computer terminal; sit, stand, speak, see, hear to give presentations and participate at meetings, and interact with other staff; push buttons on keyboard, calculator, photocopy machine, FAX, calculator, and telephone; grasp/handle mouse, papers, small objects, and manuals; reach to file above shoulder level; bend/stoop to file below waist level; and occasionally lift up to ten pounds. Ability to travel throughout the state. Maintain, carry/pull personal luggage. 4) Job Description (Indicate percentage of time spent on each function): One of four supervisors in FOB. The incumbent is responsible for all aspects of the development and maintenance of FOB Unit 3 which is responsible for conducting statewide licensing of residential alcoholism or drug abuse recovery or treatment services and alcohol and drug certification for licensed residential and/or outpatient programs. The completion of these duties requires providing leadership and coaching to assigned field analysts, coordination and interaction with departmental staff at all levels, governmental entities, providers of services and the general public and adherence to applicable Departmental policies and procedures, and state and federal laws. Uses collaborative skills training (QQTC) tools to continually improve processes and goals. 	

%	Job Description
60%	Supervise the activities of up to six field analysts (SSA and AGPA); plan, organize, direct, and control field activities and analytical assignments to ensure compliance with applicable laws, policies and procedures, regulations and standards for alcohol and other drug (AOD) requirements; provides guidance and expertise to staff reviews; critiques and approves licensing, alcohol and drug certification site review reports, letters, and documents regarding field activities and analytical assignments; monitors and establishes workload priorities and timeframes for completion of field projects and special assignments; and selects, trains, coaches and evaluates performance of field staff assigned; and administers disciplinary action appropriately.
10%	Handles complex and sensitive matters regarding licensing and alcohol and drug certification (legislative inquiries, public records act requests, governmental entity staff/officials, and general public inquiries) in accordance with established procedures. Personally analyzes, directs, conducts or assists with the most difficult, complex and sensitive analytical and field work. Directs/participates in development and completion of presentations on licensing and certification activities to internal

SIGNATURES

<p>I have read and discussed these duties with my supervisor:</p> <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> Employee's Signature Date </div> <p>Position classification approved:</p> <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> Personnel Analyst Date </div>	<p>I certify that the above accurately represents the duties of the position:</p> <div style="display: flex; justify-content: space-between; border-top: 1px solid black; margin-top: 10px;"> Supervisor's Signature Date </div>
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Name:

Classification: Staff Services Manager I (SSM I)

Position Number: 798-426-4800-004

%	Job Description ESSENTIAL FUNCTIONS
	departmental staff, providers, county administrators, and other public/private groups.
10%	Ensures quality assurance of licensing and certification processes by attending site visits with field analyst to evaluate their performance in conducting licensing and certification reviews; independently conducting compliance site reviews; and getting feedback from customers (program providers, clients, public, etc) personally, via telephone and correspondence.
10%	Develops systems to assure expeditious and cost effective service to external customers; proposes and participates in developing branch and division policy and procedures; develops information and data collection systems to evaluate Departmental objectives; designs and utilizes data reports to assess customer service needs and to assure maximum quality service; develops and reviews legislation, regulations and standards that affect AOD licensure and certification; conducts time management studies to assist with allocation of resources.
5%	Conducts activities associated with the Department's efforts to reduce alcoholism and other drug abuse (committee, special projects, etc.) and participates in activities associated with the implementation and support of QQTC within the branch, division and Department.

%	Job Description ESSENTIAL FUNCTIONS
5%	As necessary, performs other managerial duties as assigned, including the duties of Branch Manager in the absence of the Branch Manager.